

6 - Part Performance Guarantee

Our Commitment To You Is Simple And Direct - And Fully Backed By An Unsurpassed 6-Part Guarantee.

◆ Guarantee # 1 - 100% Satisfaction Guarantee

Your complete satisfaction is important to us and we promise you a stress-free payroll service. If we have not met our stated commitments to you, we will return 100% of our fees for that pay period.

◆ Guarantee # 2 - Payroll Conversion Guarantee

We promise you a smooth integration process. Our proactive communication system will keep you abreast of outstanding items that could potentially impact the start-up of your payroll process. If we have not met our stated timeline for your payroll conversion we will credit your account 100% of the payroll processing fee for the first month of service.

◆ Guarantee # 3 - On-Time Payroll Processing Guarantee

We promise that your payroll will be processed and delivered to you in a timely manner. If not, we will credit your account 100% of your payroll processing fees for that pay period.

◆ Guarantee # 4 - 100% Accuracy Guarantee


We promise you that our payroll service will be 100% accurate. If we do not process your payroll accurately (as submitted by your organization) we will correct the issue to your satisfaction quickly and at our expense.

◆ Guarantee # 5 - No Payroll Tax Penalty Guarantee

We back our payroll service with a "*No Payroll Tax Penalty Guarantee*". As long as the information you provided us is on-time and accurate and your account is sufficiently funded, your payroll tax deposits and tax filings will be done by us on-time and accurately — or we will pay any payroll tax penalty.

◆ Guarantee # 6 - Two-Hour Callback Guarantee

We pride ourselves in delivering the highest standards in customer service. If we do not call you back within two hours of your call to us on your processing date, we will credit your account 100% of your payroll processing fees for that pay period.



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